

When You Need Us, We're Here to Help

The risks organizations face in today's world can be significant. When an unexpected loss occurs, excellent claim service from your insurer can make a big difference in helping you keep your operations running smoothly, or getting them back up and running as quickly as possible.

Travelers is committed to serving our customers with superior claim service. Our claim professionals specialize in international losses and will protect your interests anywhere in the world — anytime of the day.



Report your claims promptly.

When a loss or accident does occur, reporting your claim promptly is extremely important. Prompt claim reporting helps us better manage and control the costs associated with your claim.

See the other side for claim reporting information.



The Travelers Indemnity Company
and its property casualty affiliates
One Tower Square
Hartford, CT 06183

travelers.com

.....

This material does not amend, or otherwise affect, the provisions or coverages of any insurance policy or bond issued by Travelers. It is not a representation that coverage does or does not exist for any particular claim or loss under any such policy or bond. Coverage depends on the facts and circumstances involved in the claim or loss, all applicable policy or bond provisions, and any applicable law. Availability of coverage referenced in this document can depend on underwriting qualifications and state regulations.

© 2010 The Travelers Companies, Inc. All rights reserved.
58433 Rev. 1-10



Reporting Your International Claims



Reporting International Claims is Now Easier Than Ever!



Click travelers.com

You can report claims through our Web site, travelers.com, using a secure connection to Travelers. We have easy-to-complete forms available for different types of claims, including auto, liability, property and employee compensation. You will receive an automatic confirmation that we have received your international claim report. In addition, you can print your claim report for your records.



Call 800.238.6225

Report your international claims anytime, around the clock, seven days a week, simply by calling our Claim call center at 800.238.6225. A representative at our call center will respond promptly by setting up your claim and sending information electronically to a knowledgeable international claim professional who understands your needs. The claim professional will assess the claim and start to handle it.



Fax 877.784.5329

We also have dedicated numbers to fax your international claims to Travelers. Your claim will be routed to the appropriate international claim professional.

Make Claim Reporting Easier

It's helpful to gather the following information ahead of time, but don't let it delay reporting your claim.

Employee-Related Claims

Who

- Injured employee information
- Employer
- Nationality
- Country of residency
- Place of hire
- Indicate if employee was on temporary assignment away from country of residency. If so, for how long?
- Employer's contact person, including phone and e-mail address

What

- Nature of employee's job
- Severity of injury
- Last day worked
- Date disability began
- Date returned to work
- Type of treatment

Where

- Location and country of accident
- Address of local employer and phone

When

- Date injury or illness occurred

How

- Activity engaged in at time of injury
- Explanation of how the injury or illness occurred

International Property, Liability and Auto Claims

Who

- Insured's name
- Drivers/passengers
- Injured parties
- Witnesses

What

- Vehicle information
- Building contents
- Nature of damage or injury

Where

- Loss location

When

- Date and time of loss

How

- Description of loss
- How it occurred

Report Your Claims Promptly

When a loss or accident does occur, reporting your claim promptly is extremely important. Prompt claim reporting helps us better manage and control the costs associated with your claim. This includes working with your injured employees to ensure they have access to the most appropriate medical care — focused on their safe and timely return to work.

Check the Status of a Claim

If you already reported your claim to us and want to know the status, please contact your local claim office, or contact our Center for Claim Services at 800.238.6225. You can find your local claim office contact information on our Web site at travelers.com. If you have questions about your policy, coverages, premiums or billings, contact your independent insurance agent.

Punch out the card below for quick reference when you need to report a claim.

Reporting New Claims to Travelers



Click travelers.com



Call 800.238.6225



Fax 877.784.5329